APPENDIX C:

PUBLIC COMMENTS

NOTE: Public comments received will be included here in the final version of the Fiscal Year 2014 Annual Action Plan submitted to HUD on May 15, 2013.

NOTES FOR PUBLIC REVIEW and COMMENT:

1. The draft Annual Action Plan is available for public review and comment starting April 1, 2013, through May 1, 2013.
2. You may review the draft Annual Action Plan online at http://www.sandiego.gov/cdbg/general/plansreports.shtml. Your may also review a hard copy of the draft Annual Action Plan at the following locations:
    a. CDBG Program Office (1200 Third Avenue, 14th Floor, San Diego, CA 92101)
    b. Various branch libraries and community centers (see reverse side for locations)
3. Staff welcomes your comments in writing. They may be delivered via the following methods:
    a. U.S. Postal Service: You may mail your written comments to City of San Diego CDBG Program at 1200 Third Avenue, Suite 1400, San Diego, CA 92101.
    b. E-Mail: You may e-mail your comments to CDBG@sandiego.gov.
    c. Hand Delivery: You may drop off your written comments at the CDBG Program Office inside the Civic Center Plaza building at 1200 Third Avenue, 14th Floor, San Diego, CA 92101.
4. When preparing your comments, please be specific about your issue and refer to a specific section and/or page of the draft Annual Action Plan, as appropriate.
5. The close of the public comment period is **May 1, 2013**, at **5:00 p.m.**
6. Thank you in advance for your participation in this process.

Due to their large volume, only limited hard copies of the *Draft Fiscal Year 2014 Annual Action Plan* and the associated appendices are being made available. However, the full document has been posted online for viewing and downloading at the City of San Diego's CDBG Program website at:

http://www.sandiego.gov/cdbg/general/plansreports.shtml

Hard copies of the Draft Fiscal Year 2014 Annual Action Plan are available for viewing at the following locations:

- **City Clerk's Office** (202 'C' Street, 2nd Floor, San Diego, CA 92101)

- **CDBG Program Office** (1200 Third Avenue, 14th Floor, San Diego, CA 92101)

- **Central Library** (820 'E' Street, San Diego, CA 92101)

- **Malcolm X Library** (5148 Market Street, San Diego, CA 92114)

- **San Ysidro Branch Library** (101 West San Ysidro Boulevard, San Diego, CA 92173)

- **Logan Heights Branch Library** (567 South 28th Street, San Diego, CA 92113)

- **City Heights/Weingart Branch Library** (3795 Fairmount Avenue, San Diego, CA 92105)

- **Linda Vista Branch Library** (2160 Ulric Street, San Diego, CA 92111)

- **Jacobs Center for Neighborhood Innovation** (404 Euclid Avenue, San Diego, CA 92114)

- **Bayside Community Center** (2202 Comstock Street, San Diego, CA 92111)

Following are the results of the survey of applicants on their experience regarding the Fiscal Year 2014 CDBG Funding Application Process and Form. Responses were collected from January 24 through February 4, 2013.

City of San Diego Fiscal Year 2014 CDBG Application Process and Form

1. (Optional) What is the name of your agency that applied?

	ResponseCount
	5
AnsweredQuestion	5
SkippedQuestion	14

2. Has your agency ever applied for CDBG funding from the City of San Diego prior to the Fiscal Year 2014 cycle?

		ResponsePercent	ResponseCount
Yes		100.0%	19
No		0.0%	0
		AnsweredQuestion	19
		SkippedQuestion	0
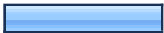
3. How would you rate the Fiscal Year 2014 Application Handbook?

		ResponsePercent	ResponseCount
Very Helpful		15.8%	3
Helpful		**52.6%**	**10**
Neutral		31.6%	6
Not Helpful		0.0%	0
Not Very Helpful		0.0%	0
		AnsweredQuestion	19
		SkippedQuestion	0

4. How would you rate the application workshop you attended?

		ResponsePercent	ResponseCount
Very Helpful		15.8%	3
Helpful		**36.8%**	**7**
Neutral		26.3%	5
Not Helpful		15.8%	3
Not Very Helpful		5.3%	1
		AnsweredQuestion	19
		SkippedQuestion	0

5. If you attended a technical assistance meeting with CDBG staff, how would you rate your meeting?

		ResponsePercent	ResponseCount
Very Helpful		5.3%	1
Helpful		26.3%	5
Neutral		0.0%	0
Not Helpful		5.3%	1
Not Very Helpful		0.0%	0
Not Applicable – Did Not Attend		**63.2%**	**12**
		AnsweredQuestion	**19**
		SkippedQuestion	**0**

6. Relative to the application form used in previous years, how would you rate the Fiscal Year 2014 application in terms of ease or difficulty of use and understandability?

		ResponsePercent	ResponseCount
Much Better		21.1%	4
Better		**42.1%**	**8**
Same		21.1%	4
Worse		5.3%	1
Much Worse		5.3%	1
Not Applicable – Did Not Apply Previously		5.3%	1
		AnsweredQuestion	19
		SkippedQuestion	0

7. How would you rate staff's performance in responding to any inquiries you may have had throughout the application process?

		ResponsePercent	ResponseCount
Very Helpful		**47.4%**	**9**
Helpful		26.3%	5
Neutral		15.8%	3
Not Helpful		10.5%	2
Not Very Helpful		0.0%	0
		AnsweredQuestion	19
		SkippedQuestion	0

8. How would you rate the availability and dissemination of information needed to understand and complete your application?

		ResponsePercent	ResponseCount
Very Good		**26.3%**	**5**
Good		**26.3%**	**5**
Neutral		21.1%	4
Bad		21.1%	4
Very Bad		5.3%	1
		AnsweredQuestion	**19**
		SkippedQuestion	**0**

9. How would you rate the application review forms received from staff?

		ResponsePercent	ResponseCount
Very clear		21.1%	4
Clear		15.8%	3
Neutral		**26.3%**	**5**
Not Clear		10.5%	2
Confusing		**26.3%**	**5**
		AnsweredQuestion	19
		SkippedQuestion	0

10. What are your suggestions for improving the application form for Fiscal Year 2015?

	ResponseCount
	11
	AnsweredQuestion	11
	SkippedQuestion	8

11. What are your suggestions for improving the application process for Fiscal Year 2015?

	ResponseCount
	9
AnsweredQuestion	9
SkippedQuestion	10

12. Please share any other comments you may have.

	ResponseCount
	9
AnsweredQuestion	9
SkippedQuestion	10

Q1. (Optional) What is the name of your agency that applied?	
1	San Dieog Youth Services	Jan 28, 2013 1:01 PM
2	San Diego Second Chance Program	Jan 25, 2013 10:03 AM
3	YWCA of San Diego County	Jan 25, 2013 9:36 AM
4	Accion San Diego	Jan 25, 2013 8:05 AM
5	Fourth District Seniors Resource Center	Jan 25, 2013 12:29 AM

Q10.	What are your suggestions for improving the application form for Fiscal Year 2015?	
1	We found the forms very user friendly this year. One suggestion might be clearer instructions for agencies that are submitting multiple requests (e.g., 1 set of financial documents and certifications only) and more consistency between information shared at the bidders conference and the instructions provided in the handbook (e.g., program outcomes).	Jan 29, 2013 6:23 PM
2	less forms	Jan 28, 2013 1:01 PM
3	For CIP projects, more time is required when requesting contractor budget numbers. It is not easy getting contractor information for the budget. Any adjustments through the application review that require budget adjustments is difficult to execute when the time period is over the holidays.	Jan 25, 2013 1:20 PM
4	The Funding Request section of the Application for Funding was confusing. It was not clear, on the form or in the instructions as to how to correctly complete this section.	Jan 25, 2013 11:44 AM
5	The timing of the process was very poor. The process and the training was late in scheduling and the deadline for first submission was only 3 weeks when it was supposed to be 4 weeks. Then when subsequent rounds came organizations were given 1 week to respond and it was over the holidays and no one was working and limited access to assistance from CDBG because of holiday vacations/hours. etc.	Jan 25, 2013 11:09 AM
6	Please simplify the application. Lots of questions are still repetitive and do not make sense.	Jan 25, 2013 10:43 AM
7	I have been a grant writer for quite some time and I appreciate the effort that went into revising this year's applicatoin application. It was much easier to work with. I would like to be able to copy and paste information into the form, which I was not able to do. Appendix E: We receive CDBG funding from 7-8 cities in SD County every year. I suggest that there be a limit to either the number of projects to report on. I found the application review form for the program a little confusing. A short set of instructions would have been helpful. For example, I did not know what the term "call out" meant and needed an explanation from staff to realize that we would not be submitted revisions to our original proposal, only the Addendum sheet and other requested documents. Thank you again for an application form that is so myuch easier to work with.	Jan 25, 2013 10:27 AM
8	Disseminate corrections to application forms as quickly as possible following any changes made. I had completed some forms entirely prior to finding out there were corrected versions available.	Jan 25, 2013 8:18 AM
9	Ensure the fields populate correctly if any of them are tied.	Jan 25, 2013 8:05 AM
10	Using words and phrases in layman terms. Present forms are too wordy and vague.	Jan 25, 2013 12:29 AM
11	difficult to fully see all formatting due to the form. e.g., some content was highlighted and I could not tell until printed. It would be WONDERFUL to see a list of the most common mistakes, or at least the questions that most commonly had	Jan 24, 2013 7:21 PM

Q10. What are your suggestions for improving the application form for Fiscal Year 2015?

errors. I know that many orgs had to go through review, so it seems that if any patterns arose from that, we could pay strict attention to those areas, know to ask questions about them, etc.

	Q11. What are your suggestions for improving the application process for Fiscal Year 2015?	
1	The application process itself was very transparent. CDBG staff were accessible and quick to respond to questions and deadlines were clear.	Jan 29, 2013 6:23 PM
2	not require PDF and office doc	Jan 28, 2013 1:01 PM
3	Move the review time to before or after the holidays.	Jan 25, 2013 1:20 PM
4	The secondary review process notices should not be sent out between the Christmas and New Year's Day holidays.	Jan 25, 2013 11:44 AM
5	Work on timing and make sure you set due dates for the correct amount of time. Training sessions need to be completely revamped. Packages were handed out and then the trainers comment were all well we are not going to go through everything in the packet just read through it and it should be self explanatory (which it was not). WHy make the training mandatory when you are not really going to train plus when questions were asked on different sections most trainers could not answer the questions. Walked away feeling it was a waste of a day.	Jan 25, 2013 11:09 AM
6	If the application is more understandable, the reviews could be eliminated. This year's response from the review committee was confusing and unclear and asked for documents which were already submitted.	Jan 25, 2013 10:43 AM
7	Try to avoid scheduling the revision process directly over the holiday season.	Jan 25, 2013 8:18 AM
8	None.	Jan 25, 2013 8:05 AM
9	More CDBG Staff training in disseminating information accuately and effectively.	Jan 25, 2013 12:29 AM

Q12. Please share any other comments you may have.

1	Having the secondary review is very much appreciated!	Jan 29, 2013 6:23 PM
2	I don't understand why we did not receive feedback until the Holidays and made it difficult to respond.	Jan 25, 2013 1:18 PM
3	Specific comments are posted above.Must say after applications were submitted CDBG support staff were good in getting ba ck to organizations and providing help and feedback.	Jan 25, 2013 11:09 AM
4	It is very difficult to communicate with the CDBG staff and the whole application process is very confusing and not clear.	Jan 25, 2013 10:43 AM
5	I am very appreciative the dedicated and reponsive staff who shepherd this applicatoin process. They are very helpful, respond quickly to questions, and help make a complicated application process run more smoothly at the consumer end. They are really to be commended for an outstanding job.	Jan 25, 2013 10:27 AM
6	Eliana was extremely helpful and understanding. Please give her extra praise.	Jan 25, 2013 8:18 AM
7	Thank you for requesting feedback! We really appreciate the opportunity and thank the commmittee and staff for their hard work on this.	Jan 25, 2013 8:05 AM
8	Mandatory Workshop Presenters and Office Staff (excluding LaTisha Thomas) appeared disengaged and unconcerned about this Agency's concerns.	Jan 25, 2013 12:29 AM
9	Staff was INCREDIBLY helpful throughout the entire process. I can't give enough praise. Eliana (and others) were so responsive and clear and accessible and helpful--it was critical to receive this support and she did an amazing job at it.	Jan 24, 2013 7:21 PM